



OFFICIAL RESPONSES TO VENDOR QUESTIONS
Community Mental Health Consumer Survey
RFP-2019-DBH-01-COMMU

No.	Question	Answer
1.	<p>Page 14, Sect 3.6.3.7. <i>"A prepaid addressed envelope for the consumer to mail the completed survey back to the Contractor."</i></p> <p>A) Since the vendor will be responsible for mailing the surveys along with a pre-paid envelope for returning them, should those costs be worked into the proposal?</p> <p>B) Would the Department consider doing all of the surveys online?</p>	<p>A) Yes; these costs should be detailed in the Work Plan, which should include detailed deliverables.</p> <p>B) Not at this time</p>
2.	<p>Page 14, Section 3.6.3.8. <i>Five Dollar (\$5.00) cash, up front incentive".</i></p> <p>A) How does the Department prefer that the \$5.00 incentive is provided to the survey respondent, i.e. check drafted by the Department to the respondent or an actual \$5.00 bill included in the envelope? If the latter, should this cost be worked into the proposal?</p>	<p>A) An actual \$5.00 bill included in the envelope. These costs should be detailed in the Work Plan, which should include detailed deliverables.</p>



3.	<p>Page 17, Section 3.9.3. <i>“The selected Vendor will ensure³ that all staff interacting with survey respondents are trained properly in working with mental health clients, which shall include, but not be limited to:</i> 3.9.31. <i>The protocol for handling clients that may be agitated; and,</i> 3.9.3.2. <i>How to make appropriate referrals of these agitated clients to a Departmental Behavioral Health staff member.”</i> A) Training protocols request that the vendor work with respondents who are mental health clients. Can that be done on the phone, or does it need to be in person? B) How many sessions or meetings are anticipated, and where?</p>	<p>A) These contacts occur with clients who may wish to complete the survey over the phone; or with clients having questions about the survey; or for clients who wish to be removed from the sample. B) Interactions with clients should be restricted to phone contacts.</p>
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